



**FAST SESSIONS,  
REAL RESULTS**

**MembersFirst®**



[membersfirst.com](https://membersfirst.com)

*THE MOST TRUSTED, THE MOST INTEGRATED*



# Hosting Tips Session Today



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Director of Client Services



**VICTORIA BURNS**

Marketing Manager



WAYNESBOROUGH  
COUNTRY CLUB



Daniel Island Club



SARASOTA YACHT CLUB  
27°19'N 82°34'W · EST. 1926



# Today's Game Plan



1

What's new at Jonas Club & MembersFirst and what is coming

2

Tips and Tricks going into season and closing out peak season

3

Q&A Session

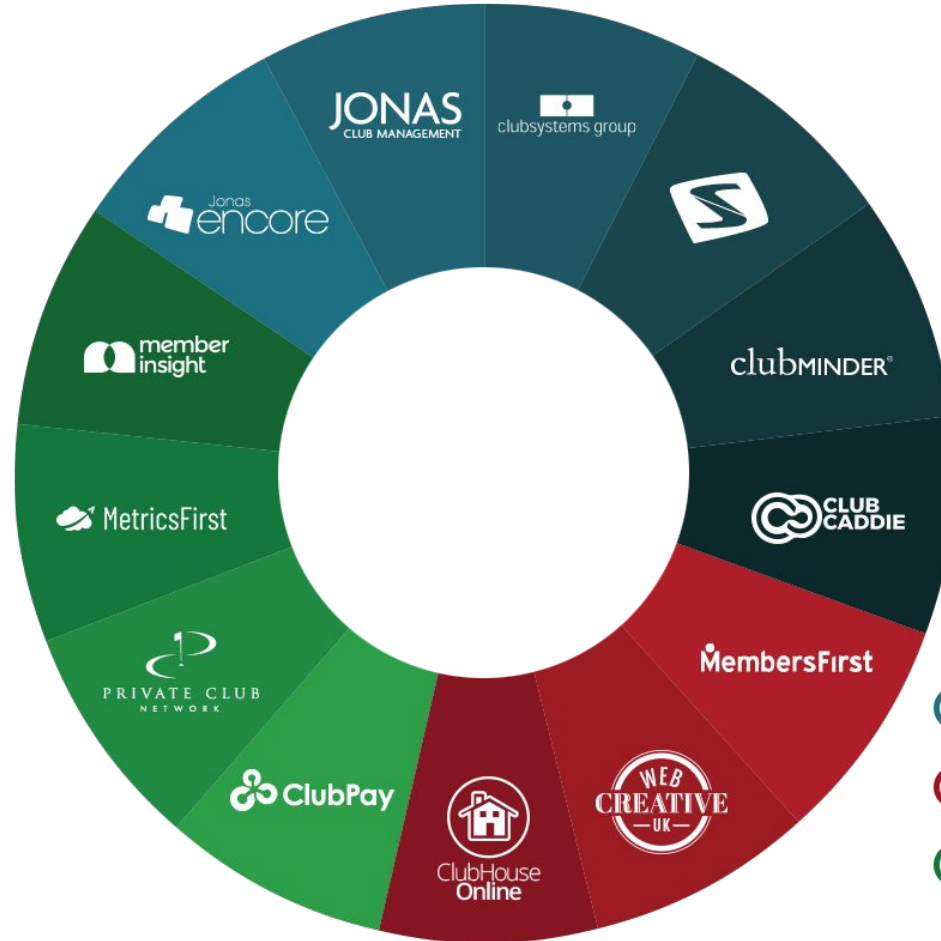





# JONAS CLUB SOFTWARE PRODUCT OVERVIEW

- ~250+ total employees



- ~5,000+ total installations



-  Back Office Software for the Club Industry
-  Website & Mobile Solutions for the Club Industry
-  Value Added Benefits to the Club Industry



# Jonas/MembersFirst Focus



**Commitment to  
Support  
Excellence**



**Dedicated  
Account  
Management**



**Enhanced  
Training &  
Resources**



**Progressive  
Software  
Development**

# What does this mean for you?



## Staff Productivity

- Strong relationships between club and account managers
- User-friendly software
- Centralized communications hub
- Automation tools
- Learning Center enhancements

## Member Experience

- Seamless experience for web and mobile app
- Industry leading member experience platform paired with custom designs
- Reservations enhancements rolling out across Golf, Membership, F&B & Courts



# What's New/Coming

## Jonas Hosting Solutions



## Jonas Payments





# What's New/Coming



## TEE TIMES UI

Easy for Members, one click billing integration



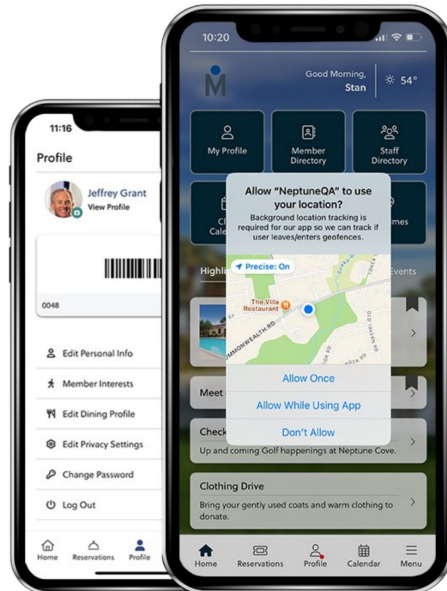
## AI WEBSITE CONTENT

Generate email/web copy to save time



## EVENT WAITLIST

Offer waitlist at event time slot level



## MOBILE APP GEOFENCING

Target member communications with live location insights



## SITE-WIDE DRAG & DROP EDITOR

Drag, edit, sort content for seamless workflow







# If You're Winding Down the Season



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# Set Start and End Dates for Seasonal Staff

THE CLUB AT NEPTUNE COVE   Home / Personnel / Edit: Mr. Ken K Leenhouts III

General   Address   Descriptions   Images   Pro   Custom   Nav Sections   Advanced   SEO

Title: Mr.

First Name: Ken

Middle Name: K

Last Name: Leenhouts

Suffix: III

URL Alias: ken-leenhouts ✓

Department: Administration

Position: General Manager

Personnel Type: All

Personnel Status: All

Start Date: mm/dd/yyyy

End Date: mm/dd/yyyy

☒ Active

☐ Hide in Directory

Display Seq: 0

Internal ID:

View the [Release Notes](#) for this feature.











# Review Image Usage Reports

Image Search Upload Image Upload Multiple Usage (All) Usage (Current Folder)

## IMAGE USAGE REPORT

Delete Selected Files

<input type="checkbox"/> Image Library Name	File Name	File Stamp (PST)	File Size
2017 HOLIDAYS			
<input type="checkbox"/> 	GettyImages-838829612	GettyImages-838829612.jpg (t)	11/6/2018 9:38 am 279 kb Image Album
<input type="checkbox"/> 	GettyImages-860915228	GettyImages-860915228.jpg (t)	11/6/2018 9:38 am 133 kb Inserts
<input type="checkbox"/> 	GettyImages-860915228	GettyImages-860915228.jpg (t)	11/6/2018 9:38 am 133 kb Inserts
<input type="checkbox"/> 	GettyImages-864292488	GettyImages-864292488.jpg (t)	11/6/2018 9:38 am 107 kb Image Album
<input type="checkbox"/> 	GettyImages-868491808	GettyImages-868491808.jpg (t)	11/6/2018 9:38 am 82 kb Image Album
<input type="checkbox"/> 	GettyImages-872274332	GettyImages-872274332.jpg (t)	11/6/2018 9:38 am 145 kb Image Album
<input type="checkbox"/> 	GettyImages-876828410	GettyImages-876828410.jpg (t)	11/6/2018 9:38 am 110 kb Inserts
<input type="checkbox"/> 	puppy5-copy	puppy5_copy.jpg (t)	5/12/2025 1:36 pm 229 kb

[View the How-To Guide](#) on managing your image library





# Remove Outdated Content

List by: Nav Section   Title   Location Code   Group							Switch to Detail View	Action
Seq	Insert Title	Name	Active	Secure	Status			
UNASSIGNED LOCATION CODE								
2	Gallery HTML		Y	BOTH	Expired	2/27/2		Activate Deactivate Delete Show on Mobile App Home Page
105	Joe W.		Y	BOTH	Expired	2/27/2018 10:39 am	Copy	✓
101	Joy K.		Y	BOTH	Expired	2/27/2018 10:38 am	Copy	✓
100	Mr and Mrs. Bob S.		Y	BOTH	Expired	2/27/2018 10:37 am	Copy	✓
3	Our Facilities		Y	BOTH	Expired	2/27/2018 10:37 am	Copy	✓
0	test delete			PRIV	Expired	3/21/2025 5:18 am	Copy	✓
1004	Tiffany M.		Y	BOTH	Expired	2/27/2018 10:39 am	Copy	✓
102	Tom P		Y	BOTH	Expired	2/27/2018 10:38 am	Copy	✓

[Read the detailed guide](#) on removing outdated content from your website.







# If You're Going Into Season



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# Events Default Edit/Cancel Windows

Default Cancel Window for Events: ⓘ

7

Default Edit Window for Events: ⓘ

7

View the [Release Notes](#) for this feature.



# Condensed Event Registration Summary

THE CLUB AT NEPTUNE COVE Home / Event Registrations / Summaries

Start Date: 4/1/2025 Category: All Categories

# of Days to Show: 30 Group Events By: Year/Month

☐ Show Events by Date and Registration Period ☐ Show Events in Reverse Chronological Order

Registration/Headcount Color Codes: ☒ Red = Event Almost Full ☐ Green = Event Almost Full

☒ Condensed View

Search Clear

## EVENTS REGISTRATION REPORT

5/12/2025 to 5/13/2025

Red = 80% to 99% Full

Orange = 60% to 79% Full

Green = 0% to 60% Full

Date	Event Name	Time	Registrations	Headcount	Remaining HC	Confirmed HC	Waitlist HC
5/12/2025	FSGA One Day	All Day					
5/12/2025	CXLD Monday Gentle Yoga with Gina 9-9:50am	9:00 am		0/22 (0%)	22		
5/12/2025	Ladies' Golf Clinic with Scott Lefevre	10:00 am		0/6 (0%)	6		
5/12/2025	Monday Mat Pilates with Ania 10-10:50am	10:00 am	7	7/14 (50%)	7	7	
5/12/2025	Monday Small Group Training* with Brittany 10-11am - STUDIO	10:00 am	8	8/8 (Full)		8	

View the [Release Notes](#) for this feature.







## Mobile App Engagement Checklist

# Get More out of Your Mobile App

THE CLUB AT NEPTUNE COVE Home / Email Drafts / Select Recipients: 2025 May Summer Series

Select Recipients Recipients Message Type Preview Message Send Message

Total Selected Recipients: 0  
Draft Locked until: 8:27 am  
This message is marked as shared. [Change](#) [Next](#)

Choose either a Distribution Group, or create a recipients list using the Recipient Selection tool.

[Use Distribution Group](#) [Use Recipient Select ✓](#)

Select Recipients by clicking on 'All' or 'Select' to filter. Then click the 'Next' button. [Click Here to Clear All Selections](#)

☐ Send to Primary Email Address Only

Recipient Type <a href="#">(Clear All)</a>			
Miscellaneous Recipients			<a href="#">Select</a>
Members	<input checked="" type="radio"/> None <input type="radio"/> All		
Member Type			<a href="#">Select</a>
Member Group			<a href="#">Select</a>
Member Status			<a href="#">Select</a>

*Other Selection Criteria*

[Select \\*](#)

[Read the detailed guide](#) on removing outdated content from your website.





Mobile App  
Engagement  
Checklist 

# Get More out of Your Mobile App

## Mobile App Users:

- ☐ N/A
- ☐ Active Users Only
- ☐ Inactive Only (Have used the App, either are logged out or not used last 30 days or more)
- ☐ Users who have never used Mobile App
- ☐ Users who have used the app (at somepoint in time)

[Read the detailed guide](#) on removing outdated content from your website.





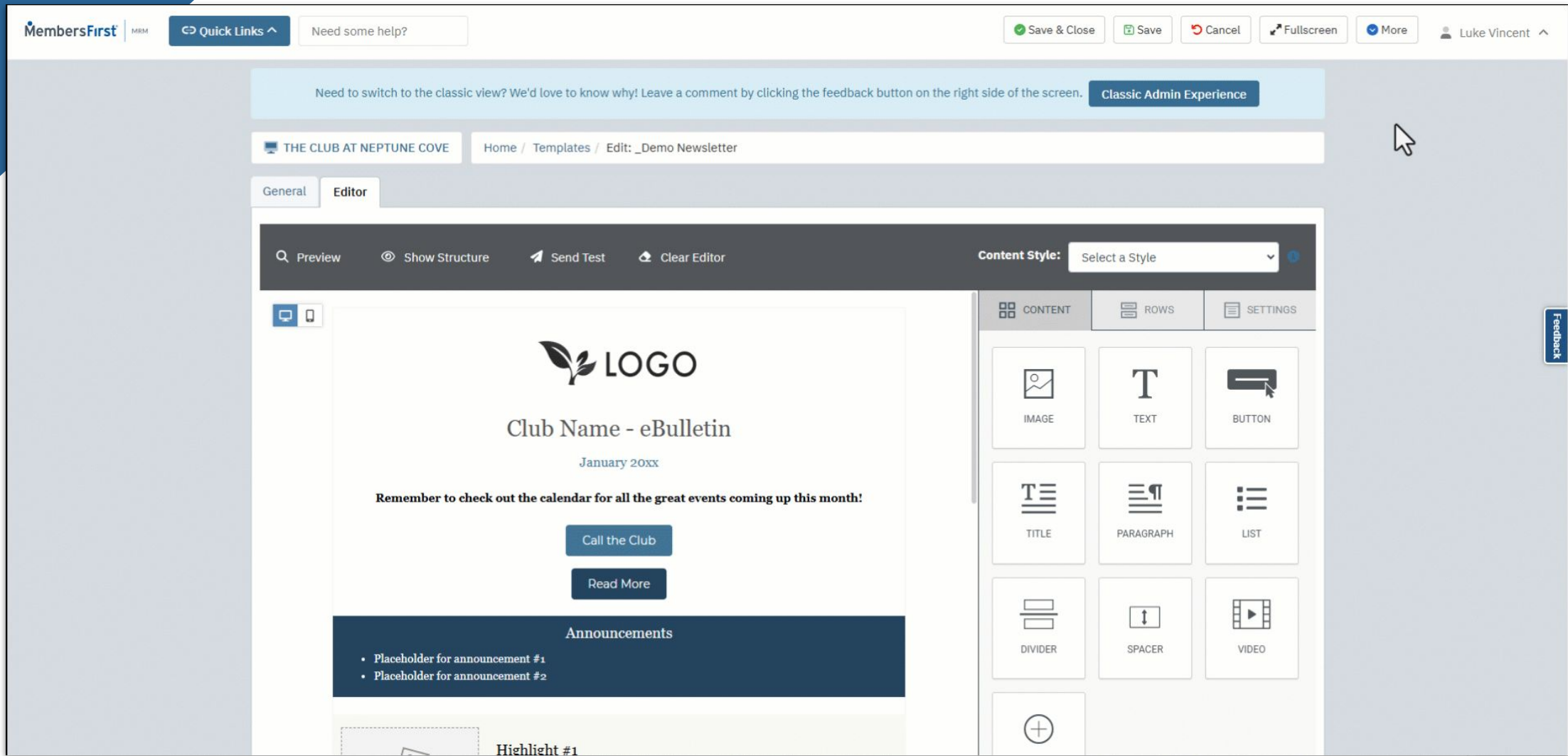


# Tools and Feature Spotlight





# Use Full Screen to Avoid Scrolling Issues

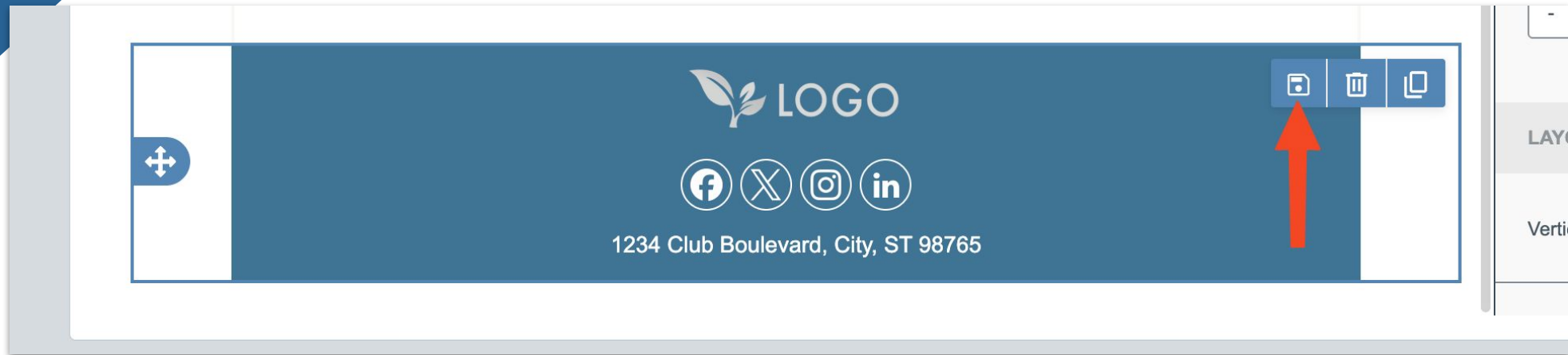


View the [Release Notes](#) for this feature.





# Saved Rows Can Save You Time



**SAVE ROW** ×

Category:

Name:

Save Close

View the [Support Article](#) for this feature.



# Ensure Club Styles are Used

THE CLUB AT NEPTUNE COVE

Home / EBuilder Content Styles / Edit: Branding Guide

GENERAL

EBuilder Brand Name: Branding Guide

Last Updated By: Jon Perri

Is Default: ☐

TITLE

Default Title Size: ☐ H1 ☒ H2 ☐ H3

Bolded Title: ☒ True ☐ False

Padding Top: 5px

Padding Left: 5px

Padding Right: 5px

Padding Bottom: 5px

Padding applies to H1, H2, and H3 tags

COLOR PICKER

Color: #7d39d0

+ Add Another Color

LISTS

Type: ☒ Bulleted List ☐ Numbered List

Color: #000000

Font Family: Arial

Font Size: 14px

Font weight: Regular

Link Color: #0068a5

Text Align: ☒ Left ☐ Center ☐ Right

Indent: 40px

Padding Top: 10px

View the [Support Article](#) for this feature.



# Batch Import Your Event Billing

THE CLUB AT NEPTUNE COVE

Home / Event Registrations / Check Ins / Billing

↓ Jonas Encore

↓ Jonas JCM

↓ Full Data

This summary includes checked in and no show registrations that have not been marked as billed.

MRM Reg #	Member #	Bill-to Member #	Member Name	Chit #	Description	Covers	Quantity	Item Price	Total Price	3rd Party System Code
13402789	0711A	0711A	Dawn Dumais	13402789	Poolside Brunch Adult	1	1	\$50.00	\$50.00	PB01
13402789	0711C	0711A	Amanda Dumais	13402789	Poolside Brunch Adult	1	1	\$50.00	\$50.00	PB01
13408462	lukevincent2	lukevincent2	Andrea Allison	13408462	Poolside Brunch Adult	1	1	\$50.00	\$50.00	PB01
13408462		lukevincent2	Bob Smith	13408462	Poolside Brunch Adult	1	1	\$50.00	\$50.00	PB01
13408470	lukevincent16	lukevincent16	Mo Billington	13408470	Poolside Brunch Adult	1	1	\$50.00	\$50.00	PB01
13408470	lukevincent6	lukevincent16	Charlie Allison	13408470	Poolside Brunch Child	1	1	\$30.00	\$30.00	PB02
13408475	lukevincent4	lukevincent4	Lance Gross	13408475	Poolside Brunch Adult	1	1	\$50.00	\$50.00	PB01
13408475	lukevincent33	lukevincent4	Alex Austin	13408475	Poolside Brunch Adult	1	1	\$50.00	\$50.00	PB01

View Event Check-In & Billing [how to's](#).



# Training and Resources



Product Releases



Learning Center



Quarterly Tips Communications



Webinars ([Upcoming Schedule](#))



1:1 Complimentary Training



## Getting Started

New to the system? Our training videos will have you up and running in no time...

[Learn More](#)



## All Articles

Click below to view the full MembersFirst training library.

[See All](#)



## What's New?

Education and enhancements are our first priority...

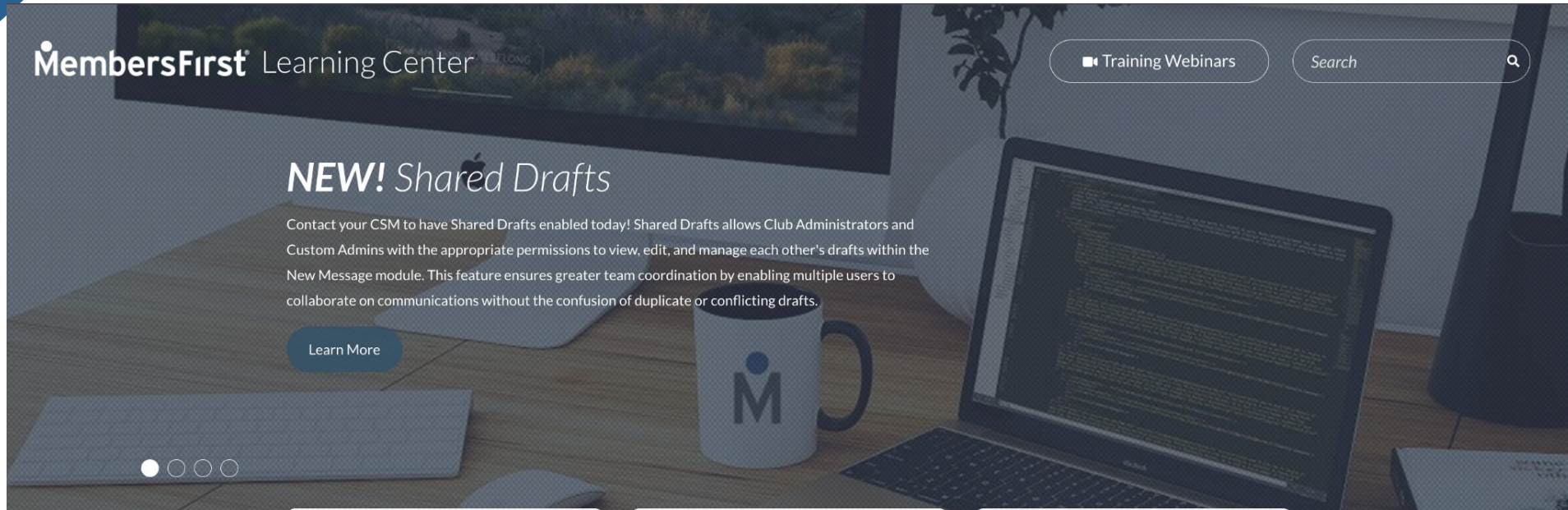
[Learn More](#)

[support.membersfirst.com](https://support.membersfirst.com)





# Training and Resources




**MembersFirst** Learning Center

Training Webinars Search

## NEW! Shared Drafts

Contact your CSM to have Shared Drafts enabled today! Shared Drafts allows Club Administrators and Custom Admins with the appropriate permissions to view, edit, and manage each other's drafts within the New Message module. This feature ensures greater team coordination by enabling multiple users to collaborate on communications without the confusion of duplicate or conflicting drafts.


[Learn More](#)



### Getting Started

New to the system? Our training videos will have you up and running in no time...


[Learn More](#)



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### What's New?

Education and enhancements are our first priority...

[Learn More](#)

[Contact Us](#)

[support.membersfirst.com](https://support.membersfirst.com)



# Your Dedicated Team

## ACCOUNT TEAM

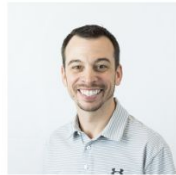


Your dedicated Client Services Manager:

**MELISSA PAULSEN**

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**SEAN BLEYL**

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# Q & A

